

SCCO Student Complaint Policy and Procedure

We really hope you enjoy your time studying with the SCCO. With student satisfaction for SCCO courses running at 95.7%, it is likely that you will have a very good experience in studying on an SCCO course.

The SCCO undertakes to treat all students fairly, consistently and in accordance with SCCO policies and procedures. However, sometimes things may go wrong and we want to help you to identify where this happens and help everyone to come to a satisfactory outcome. All complaints are treated seriously and are handled sensitively. You will not be disadvantaged for raising a genuine complaint.

What is a complaint?

It is an expression of dissatisfaction about SCCO's action, or lack of action, or about the standard of service provided by or on behalf of SCCO. This includes (but is not limited to):

- Your educational experience, including failure on the part of SCCO to meet obligations outlined in promotional or course material
- Your experience of a service provided by SCCO, or a third party on behalf of SCCO
- Misleading or incorrect information on the SCCO website or in promotional material
- Your belief that you have suffered an injustice as a result of action taken or not taken on behalf of SCCO

The Student Complaint Policy and Procedure does not cover the following (separate policies exist for these as noted in brackets):

- Allegation of discrimination by SCCO on grounds of gender, race, nationality, ethnic or national origin, religious or political beliefs, disability, marital status, social background, family circumstances, sexual orientation, gender reassignment or age. (Student Grievance Policy and Procedure)
- Allegations of unacceptable behaviour from a member of staff, Faculty or Trustee (Student Grievance Policy and Procedure)
- Allegation of unacceptable behaviour from another student, or students (Student Grievance Policy and Procedure, Student Conduct Policy and Procedure)
- Safeguarding issue or concern. This should be reported immediately to the Office Manager: admin@scco.ac (Child Protection Policy, DBS & Barring Policy)

You may make a complaint as part of a group of students. Group complaints will receive a group outcome rather than an outcome tailored to the individual.

This procedure refers to working days throughout the document. Working days are defined as Monday-Friday all year round, excluding public holidays and college closure days at Christmas.

SCCO will not generally investigate anonymous complaints.

Stage 1 – Informal Procedure

You should raise your complaint as soon as it occurs or at least within 3 months of the matter arising.

Where something has not gone according to plan or where you have felt difficulty either during, or following a course – you should approach your tutor for the day.

If this does not resolve the matter, or it is not appropriate to speak to the tutor then you should speak to the Course Director.

Issues concerning SCCO administration or policy should be raised with a member of the SCCO administration team.

If the complaint is not satisfactorily resolved after this discussion, you have the right to address the issue through the formal stage of the process.

The relevant Faculty or staff member involved in the informal procedure may make a record of actions taken to consider and resolve the complaint or concern. This information can be made available to those dealing with a formal complaint should you decide to make one.

If the complaint cannot be settled informally, you should raise a formal complaint as detailed below.

Stage 2 – Formal Procedure

In the first instance, you should put the formal complaint in writing, including redress sought and any supporting evidence/documentation and send to:

Katie Brewster: Student Liaison Officer

studentliaisonofficer@gmail.com

You should make it clear that you wish to raise a formal complaint under the terms of this policy. Stage 2 will not be invoked unless you raise the complaint in accordance with these requirements.

The Student Liaison Officer will complete a full review of the complaint, seeking further information as necessary. They will need to be able to communicate and discuss the complaint with everyone involved. You should be aware that it is not usually possible to withhold your name, as the complaint will, in most cases, identify the people concerned.

The Student Liaison Officer will endeavor to respond to the complaint as soon as possible and within 10 working days of receipt of the complaint. If it is not possible to respond within this time, you will be given an explanation for the delay and informed when a response can be expected. To fully investigate your complaint, we may need to share it, and any associated evidence with those who are asked to comment on your complaint.

You will be informed in writing of the SCCO's decision regarding your complaint. Any decision will be final.